

Wisconsin ServicePoint Steering Committee

Meeting Minutes of March 11, 2004

PRESENT:

Karen Smith (*Western Dairyland*); Jennifer Allen (Forward Services); Mike Fatica (*Entech*); Marcie Clark (*Hebron House*); Aubre Wellens (*Shalom Center*)(Co-Chair); Kathie Walker (*SDC*); Loren Hoffman (*BOH*); Tanya Wagner (*BOH*) (Co-Chair); Mary Clay-Santineau (*Starting Points*)(Co-Chair); Patti Abbot (Hope House); Jen Rubin (*WCADV*)

DISCUSSION AND APPROVAL OF OFFICIAL DOCUMENTS

- ❖ **Standard Operating Procedure** A copy was distributed to members and all were asked to come with comments. The committee discussed at length the minimum recommendation for technology for new partner agency – the recommendation is reflected in policy 1.1 and 1.2 of the Standard Operating Procedures.
 - ✓ **(Action Item)** The committee recommends creating a policy to reflect their role in the HMIS oversight.
- ❖ **Client Consents** A copy was distributed to members and all were asked to come with comments. The committee made some minor editorial changes and fixed some typos, but approved the documents for now.
 - ✓ **(Action Item)** BOH will work with WCADV to provide a client consent for DV agencies that is more in line with traditional HIPPA consents wherein the State spells out more specifically who will have access to any of their data.

LOREN HOFFMAN PRESENTED A PREVIEW OF THE FORTHCOMING FRONT DOOR

FEATUREING BOTH COMMUNITY GUIDE AND HOUSING CONNECTIONS. The Steering Committee has agreed to be the body overseeing policy development for this module as well as the ServicePoint module in the HMIS.

DISCUSSION AND APPROVAL OF NEW POLICIES TO BE INCLUDED IN THE STANDARD OPERATING PROCEDURE

- ❖ **Keeping Open WI Additional and Client Profile.** The Committee agreed that this would be a very useful step in limiting the number of duplicate client records being entered into the system. The committee also agreed that members would be available for responding to agency concerns about this new policy. The policy will be included in the SOP.
- ❖ **Mandatory ROI in Every Program for Every Client.** The way in which the State uses the ServicePoint software necessitates that even if an agency wants information open only to its agency programs then an ROI must be filled out for every client in every program. The Committee agreed to have this be policy it will be included in the SOP.
- ❖ **Archiving Inactive Clients** A discussion about this policy began the committee decided archiving should take place, questions were raised, and the committee decided to look more into this at the next meeting
 - ✓ **(Action Item)** Think about and have answers for the following questions:
 1. How long should a client be in the system without any activity?
 2. What do we archive? A) Name or Name and More and What more? B) Minors?
 3. What fields are not going to carry over?
 4. How will archive be accessed?
- ❖ **Avoiding Data that Would Subject WISP to HIPPA.** This topic was tabled WICADV has some information about HIPPA (see attached). Through the States participation in NHSDC, administration asserts it is outside the bounds, and at the next meeting we will discuss what this means and how to proceed.

OTHER ACTION ITEMS

- ❖ Talk to Mary ClaySantineau about the Client Consent Videos
- ❖ Translating the Client Consent into Spanish and Hmong
- ❖ Fixing the mainstream resources question in the WI Assessment in WISP to include food stamps
- ❖ Make sure everyone gets an updated list of Steering Committee members and contact info
- ❖ Give everyone Julie's new contact information